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WENDY W. KOBA, ESQ.

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OFFICIAL

Company: USPTO From: Wendy W. Koba  
Attention: K.S. Lin Pages including cover sheet: 6  
Fax No.: 703-872-9306 Date: March 1, 2004  
Re: Serial No. 09/428,363

Urgent  Please review  Please Comment  Please Reply  For your information

Case Name: Burg 113571  
Serial Number: 09/428,363  
Filing Date: October 27, 1999  
Group Art Unit: 2154  
Examiner: K. S. Lin  
Title: Delivery of Call Queue Messages for Calls Launched from the Internet

In response to a Non-final office action dated November 28, 2003, attached please find the following documents:

1. Transmittal Form (1 page)
2. Certificate of Transmission under 37 CFR 1.8 (1 page)
3. Claims as Amended (1 page)
4. Amendment (2 pages)

Respectfully submitted,

*Wendy W. Koba*  
Wendy W. Koba, Esq.

PTO/SB/21 (08-03)

Approved for use through 07/31/2006. OMB 0651-0031  
U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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<b>TRANSMITTAL FORM</b> <i>(to be used for all correspondence after initial filing)</i>		Application Number <b>09/428,363</b>
		Filing Date <b>October 27, 1999</b>
		First Named Inventor <b>F. Burg</b>
		Art Unit <b>2154</b>
		Examiner Name <b>K.S. Lin</b>
Total Number of Pages in This Submission		Attorney Docket Number <b>113571</b>

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application  <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s)	<input type="checkbox"/> After Allowance communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): <b>Certificate of Transmission Under 37 CFR 1.8</b>
Remarks		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	<i>Wendy W. Koba</i>
Signature	<i>Wendy W. Koba</i>
Date	<i>3/1/04</i>

CERTIFICATE OF TRANSMISSION/MAILING		
<p>I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.</p>		
Typed or printed name	<i>Wendy W. Koba</i>	
Signature	<i>Wendy W. Koba</i>	Date <i>3/1/04</i>

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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p.3

PTO/SB/97 (08-03)

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## Certificate of Transmission under 37 CFR 1.8

I hereby certify that this correspondence is being facsimile transmitted to the United States Patent and Trademark Office

on March 1, 2004

Date

Wendy W. Koba

Signature

Wendy W. Koba

Typed or printed name of person signing Certificate

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Reply to Office Action for  
Serial No. 09/428,363

This collection of information is required by 37 CFR 1.8. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.8 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICECASE Burg 113571  
SERIAL NO. 09/428,363  
FILED October 27, 1999GROUP ART UNIT 2154EXAMINER K.S. LinTITLE Delivery of Call Queue Messages for Calls Launched from  
the InternetCOMMISSIONER OF PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

SIR

Enclosed is an amendment in the above-identified application:

 No additional fee is required, as shown below.CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS FOR FEE PURPOSES	<u>23</u>	MINUS	<u>27</u>	<u>0</u>	X \$18	<u>0</u>
INDEPENDENT CLAIMS	<u>2</u>	MINUS	<u>2</u>	<u>0</u>	X \$86	<u>0</u>
MULTIPLE DEPENDENT CLAIM(S) First presented with this amendment, if applicable	<u>0</u>		<u>0</u>	<u>0</u>	X\$290	<u>0</u>
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						<u>\$ 0</u>

Respectfully,

Wendy W. Koba  
 Wendy W. Koba  
 Reg. No. 30509  
 Attorney for Applicant(s)  
 610-346-7112

Date: 3/1/04